

**RYAN WHITE CARE COUNCIL
CLIENT SERVICES COMMITTEE
WEST TAMPA NEIGHBORHOOD SERVICE CENTER– TAMPA
MONDAY, JUNE 19, 2006
2:00 P.M. – 3:30 P.M.**

MINUTES

- CALL TO ORDER** The meeting was called to order by Janet Kitchen, Chair, at 2:15 p.m.
- ATTENDANCE** Members Present: Natalie Jackson, Janet Kitchen, Bob Reynolds, Linda Rogers, Bill Thomas
- Members Absent: John Melartin
- Guests Present: Ken McCallister, Aritus Miller, Mark Mischan
- Staff Present: Aubrey Arnold, Nicole Brown, Teresa Newgent, Collette Tomberlin
- CHANGES OR ADDITIONS TO AGENDA** No changes were made to the agenda.
- ADOPTION OF MINUTES** The May minutes were adopted as written.
- CARE COUNCIL REPORT** Mark Mischan gave the Care Council report. He stated that in July there will be elections for a new vice-chair. The council also approved a reallocation of \$100,000 for insurance premiums and co-payment assistance. It was also announced that the first meeting of the website review panel was held.
- NEWLY DIAGNOSED BROCHURE** Janet Kitchen gave the group on update on the work she had done on the brochure for newly diagnosed PLWH. Janet went to USF and spoke with a graphic designer about the look and layout of the brochure. The committee members discussed the content of the brochure and hope to list all case management agencies, doctors, hotlines, and support groups for this area. They would like to list not only current Ryan White providers but all HIV/AIDS service providers. In realizing that this information may be out of date soon after it is published, members discussed adding a disclaimer saying that information was subject to change and to call to verify information.
- Janet also discussed the costs of distribution once the brochure is completed. She hopes to find a small grant for printing. Bill Thomas offered to help give her direction on finding funding. Janet hopes to bring a draft copy of the brochure with graphics to

the next meeting.

**CLIENT COMMENT
FORM**

Teresa Newgent passed around a copy of the client comment form created by Ron Gagne a year ago and Aubrey Arnold shared a customer satisfaction survey developed by RNT & Associates as part of their quality management contract. One form is to always be available to clients at provider agencies and the results would go to the membership committee and the grantee. The other is part of a three month quality management assessment that will go directly to RNT & Associates. The members discussed the pros and cons of each form and the different uses.

**BENEFITS OF
PHYSICAL FITNESS**

Ken McCallister discussed the importance of physical fitness and the mental benefits of being active. He feels that agencies should support fitness for PLWH and help them find a place where they can exercise without harassment. Janet Kitchen mentioned that some health insurances will pay for gym memberships and that some community AIDS organizations have free events like bowling night at Francis House and Yoga class at the Metro Center. Ken and Janet offered to look into making a one page flyer of the free events available in the community.

**COMMUNITY
CONCERNS AND
ANNOUNCEMENTS**

Members announced upcoming events.

Bob Reynolds also announced that the PWA Coalition has moved its monthly board of directors meeting. It will now be held the first Tuesday of the month at 6:30pm at the Metro Center.

ADJOURNMENT

There being no other business to come to the Committee, meeting was adjourned at 3:30 p.m.

8/3/2006